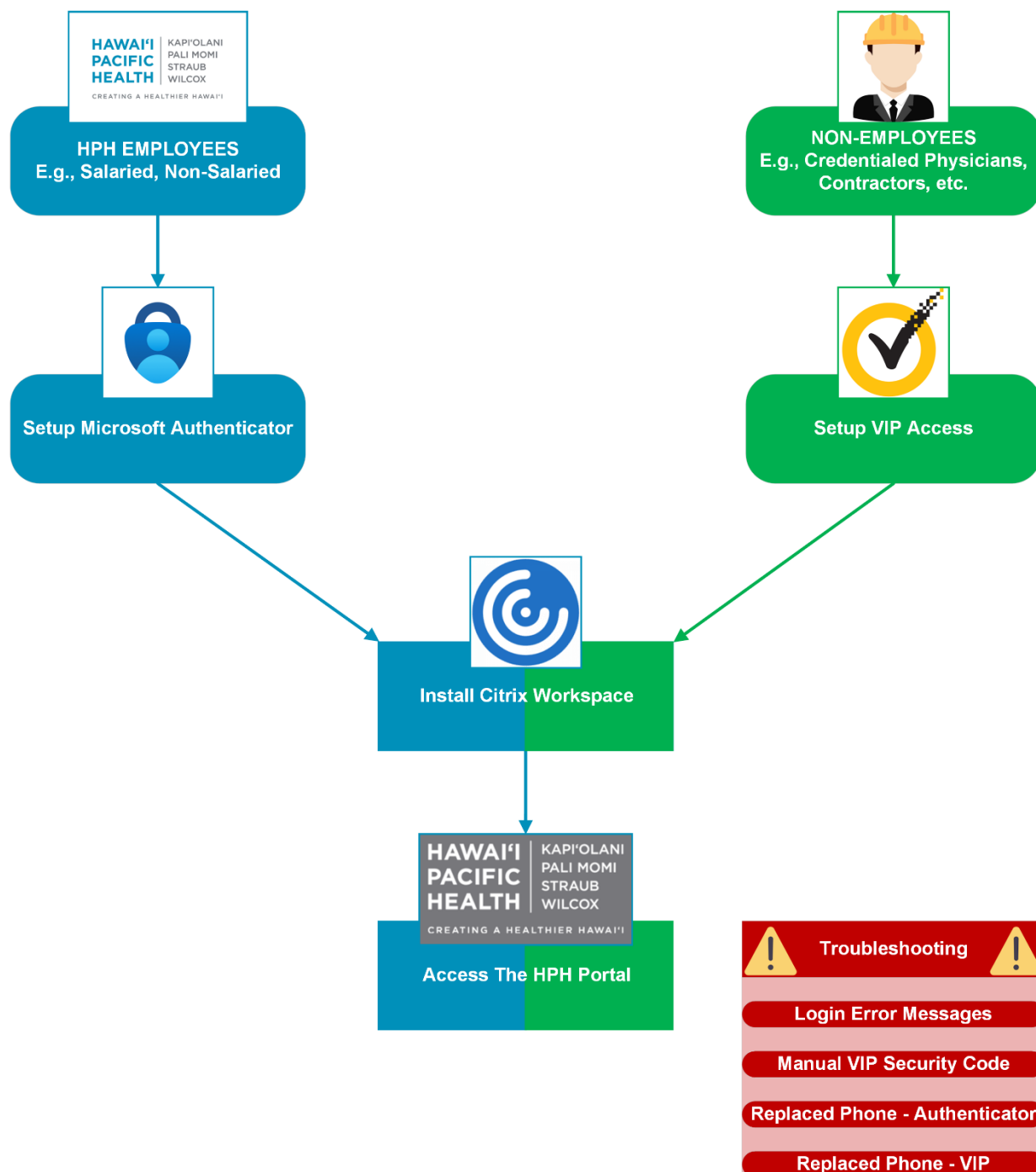


HPH Portal Guide

This guide will cover accessing the HPH Portal. **Click on the icons** in the flowchart below to be redirected to that section for further details.



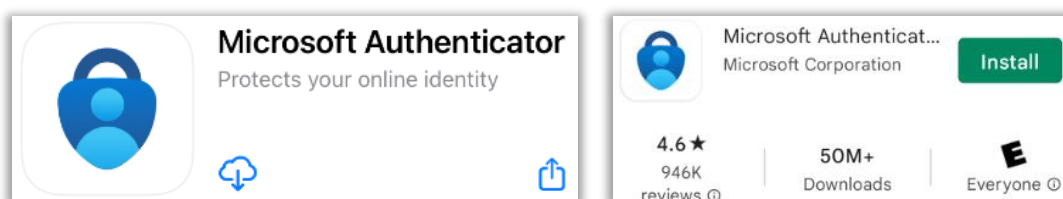
1: Two-Factor Authentication

This section will cover registering your personal device for two-factor authentication. There are two security programs, one for **HPH employees** (**Microsoft Authenticator**) and one for **non-employees** (**VIP Access**).

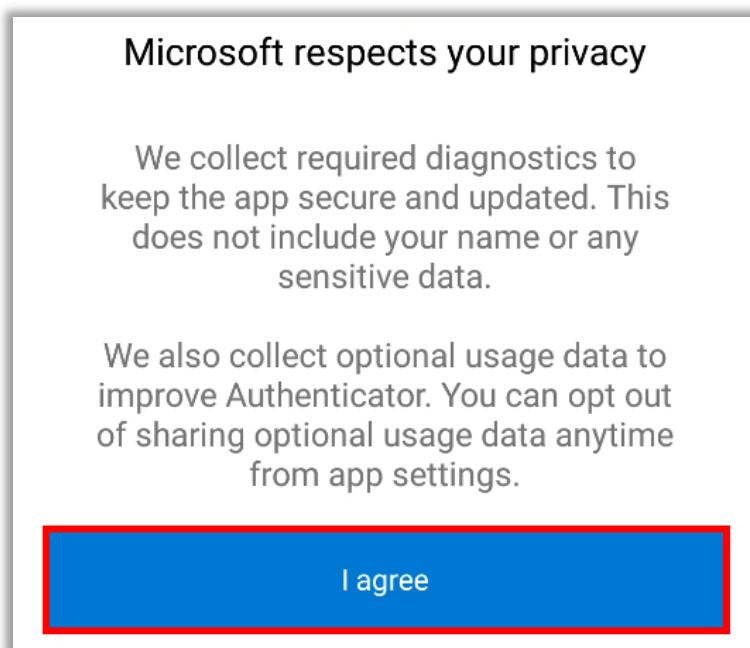
1.1: Microsoft Authenticator Registration

This security program is primarily used by **HPH employees**. A **separate desktop computer is required** for registering your mobile device.

1. On your phone, open the App Store/Play Store to search for “Microsoft Authenticator” and install the program

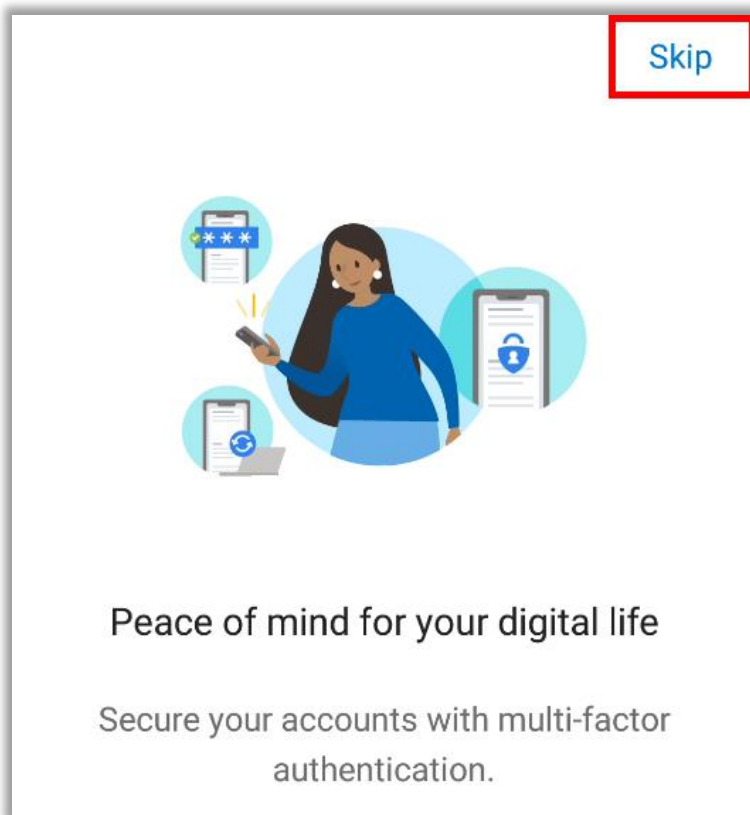


2. Open the application and select **I Agree** on the Microsoft privacy page



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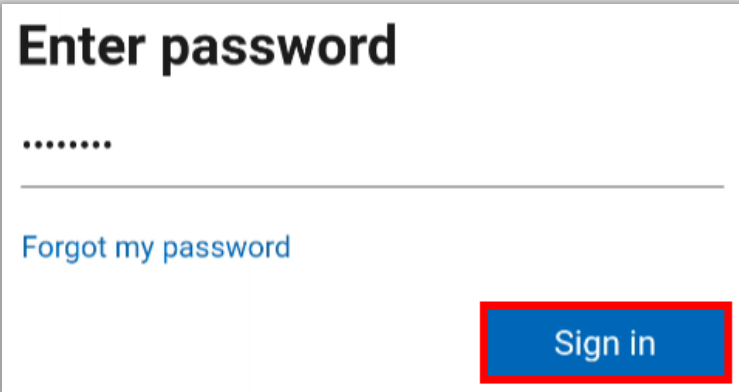
3. Select **Skip** on the first-time setup page. The main page will then load



4. From your **desktop**, open a web browser (e.g. Chrome, Edge, etc.) and access <https://aka.ms/mfasetup>
5. Enter your HPH account name (**network ID@hawaiipacifichealth.org**) and select **Next**

A screenshot of the Microsoft Sign in page. At the top left is the Microsoft logo. Below it, the text "Sign in" is displayed in a large, bold, dark font. Underneath "Sign in" is a text input field containing the email address "jd987@hawaiipacifichealth.org". Below the input field are two links: "Can't access your account?" and "Sign in from another device". At the bottom of the page are two buttons: a grey "Back" button and a blue "Next" button. The "Next" button is highlighted with a red rectangular border.

6. Enter the password for your HPH **network ID** and select **Sign In**



Enter password

.....

[Forgot my password](#)

Sign in

7. Select **Yes** on the next page



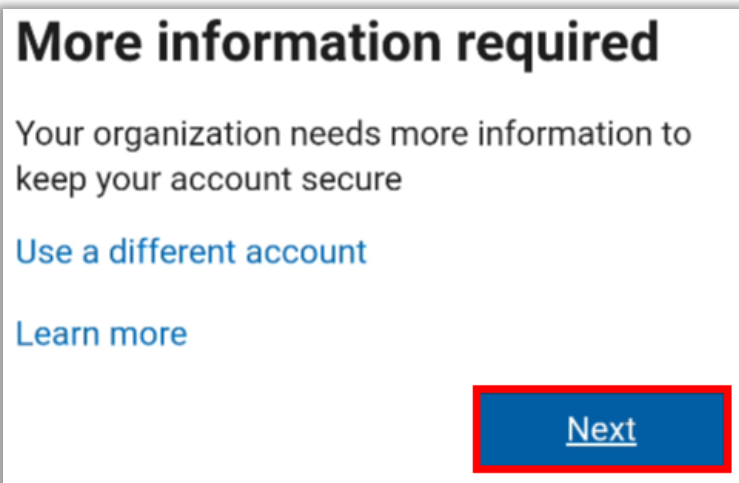
Stay signed in?

Do this to reduce the number of times you are asked to sign in.

☐ Don't show this again

No Yes

8. Select **Next** on the more information required page



More information required

Your organization needs more information to keep your account secure

[Use a different account](#)

[Learn more](#)

Next


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9. The Keep Your Account Secure page will open, select **Next**

Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Microsoft Authenticator



Start by getting the app

On your phone, install the Microsoft Authenticator app. [Download now](#)

After you install the Microsoft Authenticator app on your device, choose "Next".

[I want to use a different authenticator app](#)


[Next](#)

10. Select **Next** again

Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Microsoft Authenticator



Set up your account

If prompted, allow notifications. Then add an account, and select "Work or school".

[Back](#) [Next](#)

11. The page will update with a QR code. **Leave this window open** on your desktop

Keep your account secure


Your organization requires you to set up the following methods of proving who you are.

Microsoft Authenticator

Scan the QR code

Use the Microsoft Authenticator app to scan the QR code. This will connect the Microsoft Authenticator app with your account.

After you scan the QR code, choose "Next".

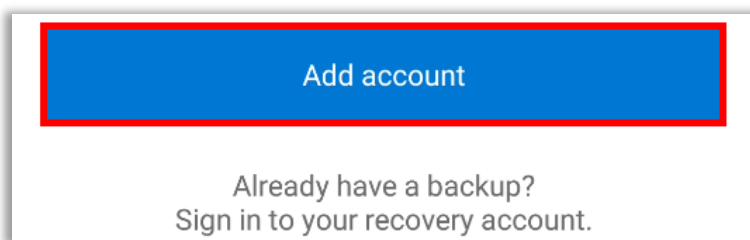


[Can't scan image?](#)

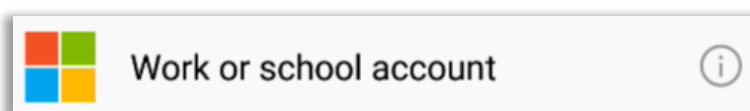
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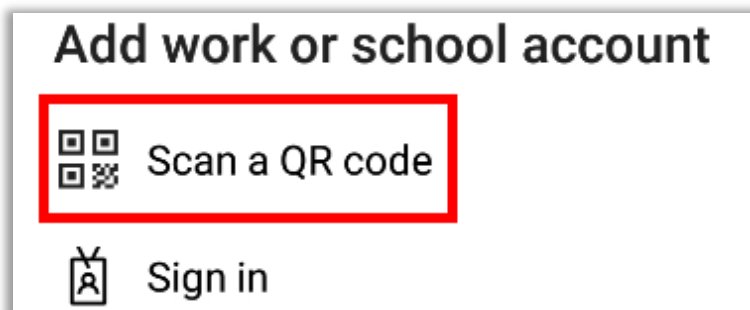
12. Switch to your **phone**, open the Microsoft Authenticator app and select **Add Account**



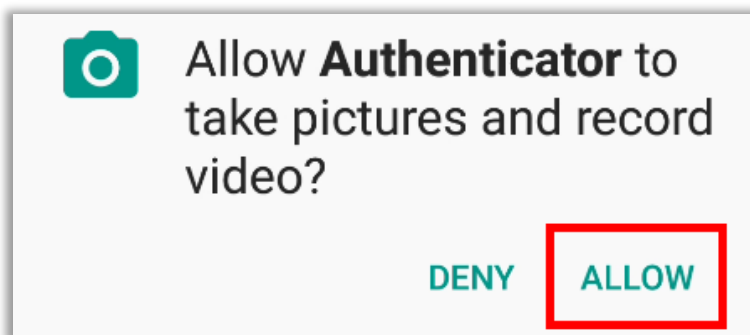
13. Select **Work Or School Account** from the list



14. Select **Scan a QR code** from the popup

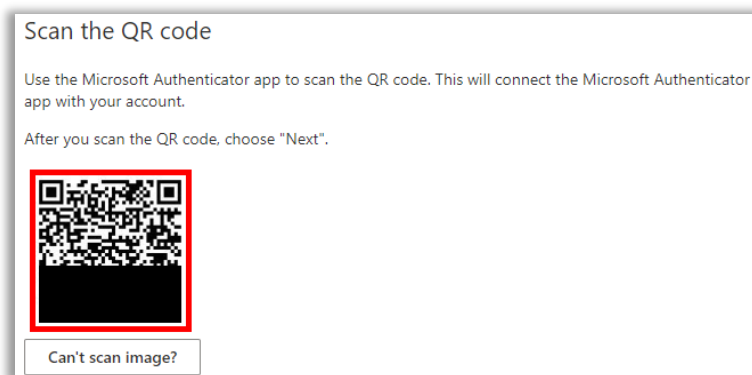


15. **Allow** access to your phone's camera if a popup appears for camera permissions

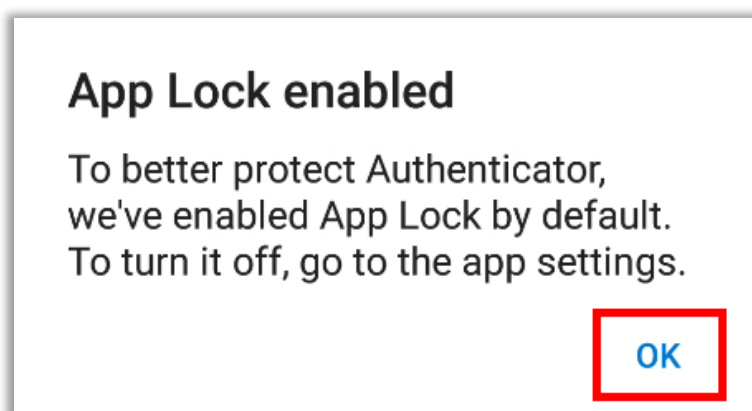


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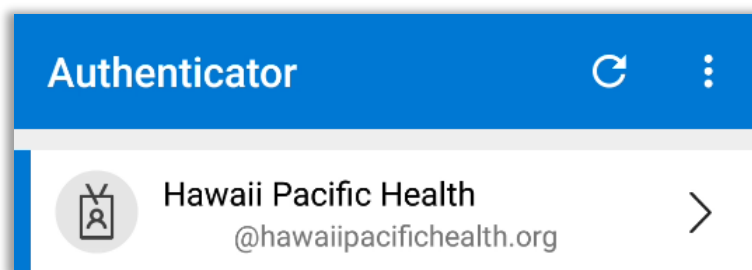
16. Use your phone's camera to scan the QR code on your **desktop** monitor



17. Return to your **phone** and select **OK** on the app lock enabled popup

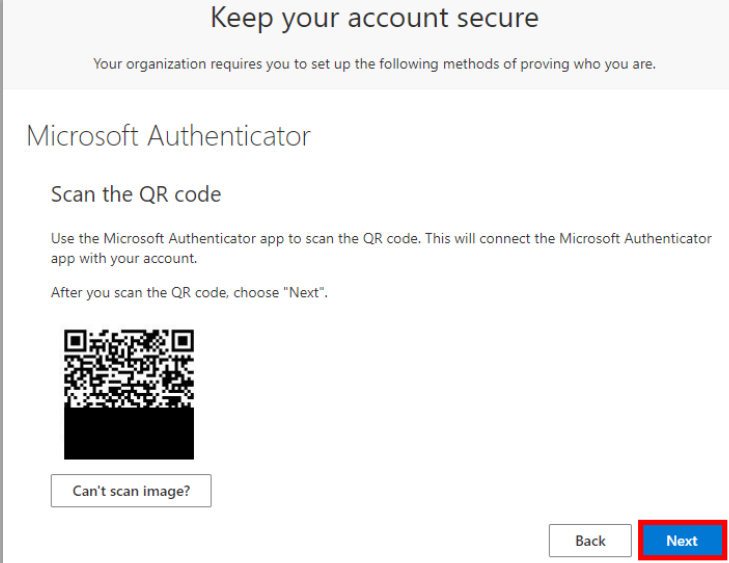


18. If the registration was successful, your phone will now display your HPH account under the main menu



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19. Return to your **desktop** and select **Next**



Keep your account secure


Your organization requires you to set up the following methods of proving who you are.

Microsoft Authenticator

Scan the QR code

Use the Microsoft Authenticator app to scan the QR code. This will connect the Microsoft Authenticator app with your account.

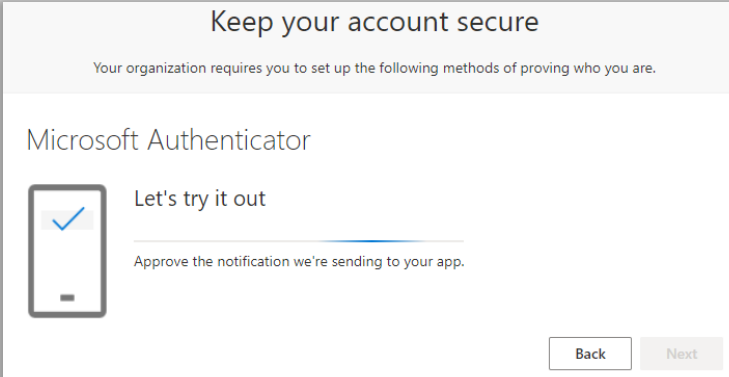
After you scan the QR code, choose "Next".



[Can't scan image?](#)

[Back](#) [Next](#)

20. The next page will send you a Microsoft Authenticator notification for approval




Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Microsoft Authenticator

Let's try it out



Approve the notification we're sending to your app.

[Back](#) [Next](#)

21. Return to your **phone** and select **Approve** on the Microsoft Authenticator message



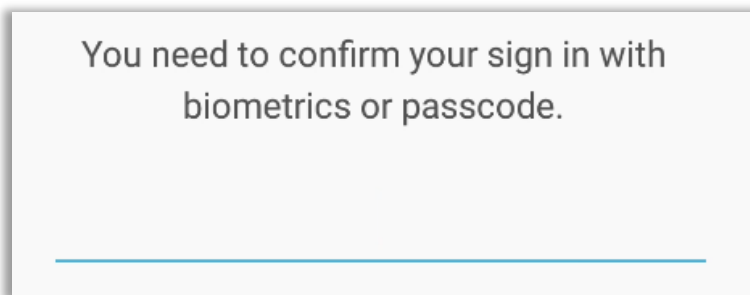
 **Approve sign-in?**

Hawaii Pacific Health
@hawaiipacifichealth.org

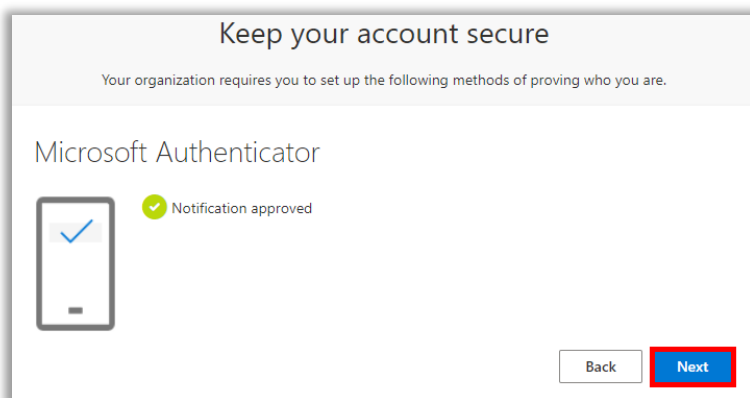
[DENY](#) [APPROVE](#)

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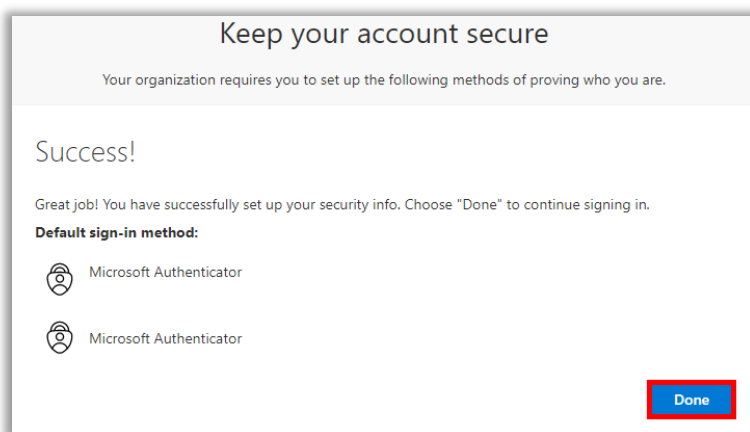
22. Authenticate with your phone's **personal** password/code/biometric on the confirm sign in screen



23. Return to your **desktop** and select **Next**

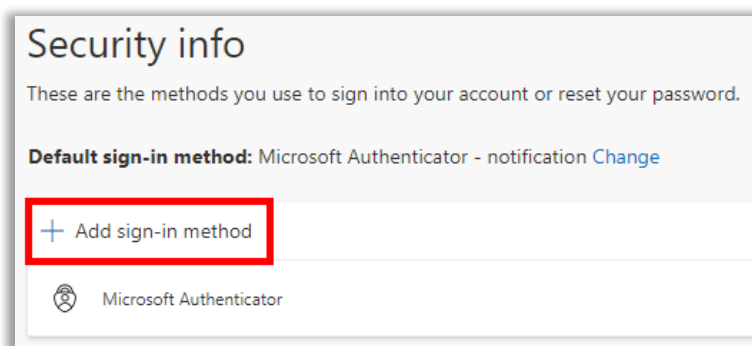


24. Select **Done** on the success page

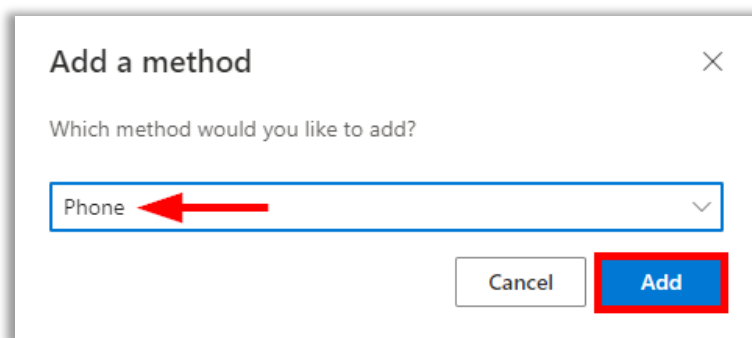


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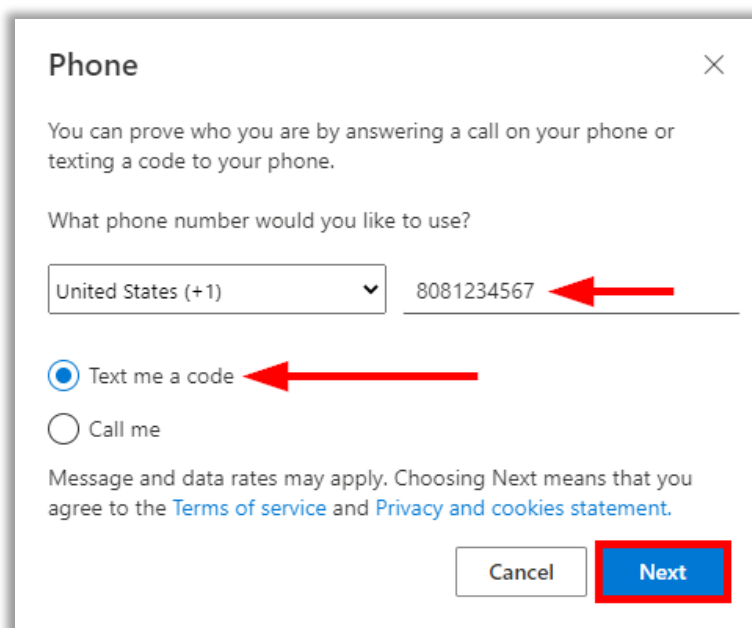
25. The **Security Info** page will now load, click **Add Sign-In Method**



26. A popup will appear. Click on the dropdown, select **Phone**, then click **Add**

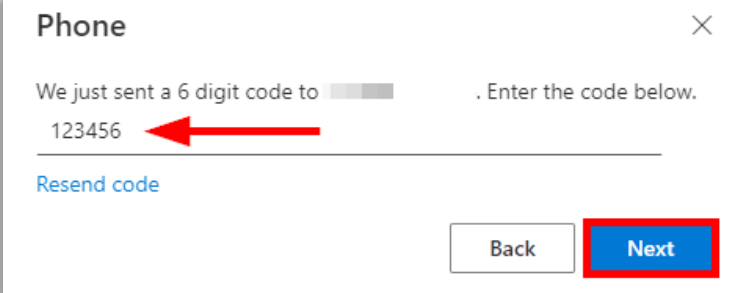


27. Enter your 10-digit mobile phone number, select **Text Me a Code**, then click **Next**



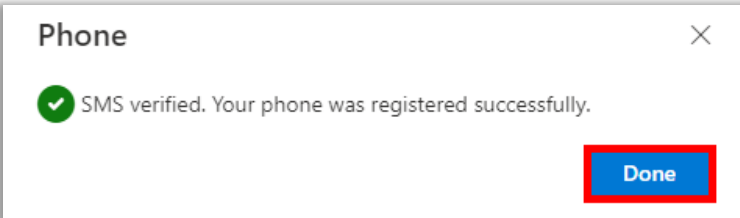
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28. The system will now text you a code. Check your **phone** for a 6-digit code, enter it, and select **Next**



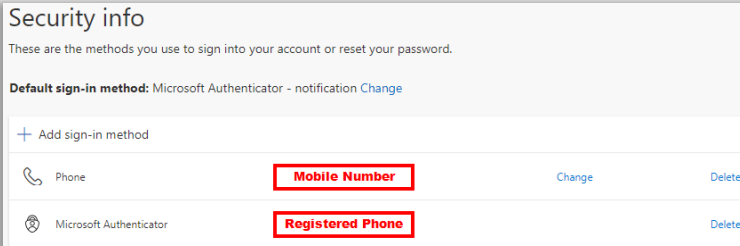
A screenshot of a 'Phone' verification window. The title bar says 'Phone' with a close button. The main text reads: 'We just sent a 6 digit code to [redacted] . Enter the code below.' Below this is a text input field containing '123456'. A red arrow points to the input field. Below the input field is a blue link 'Resend code'. At the bottom are two buttons: 'Back' and 'Next'. The 'Next' button is highlighted with a red border.

29. Select **Done** on the next popup



A screenshot of a 'Phone' verification success window. The title bar says 'Phone' with a close button. The main text reads: 'SMS verified. Your phone was registered successfully.' Below this is a blue 'Done' button, which is highlighted with a red border.

30. The Security Info page will open again, your mobile app and phone number are both registered. The setup is **finished** and you can close the page on your desktop



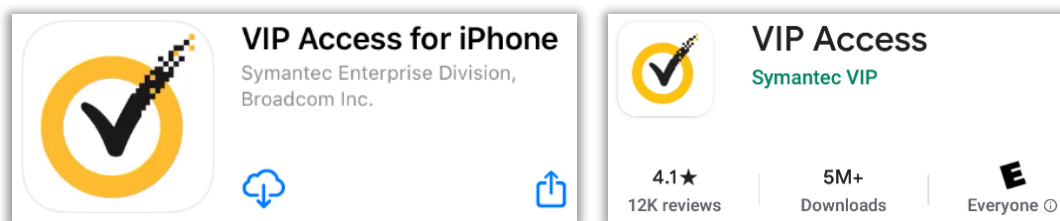
A screenshot of the 'Security info' page. The title is 'Security info'. Below it is a subtitle: 'These are the methods you use to sign into your account or reset your password.' Below that is a line: 'Default sign-in method: Microsoft Authenticator - notification Change'. Below this is a section with a '+ Add sign-in method' link. Below that is a table with two rows. The first row is for 'Phone' and the second row is for 'Microsoft Authenticator'. The 'Phone' row has a red box around 'Mobile Number' and a 'Change' link. The 'Microsoft Authenticator' row has a red box around 'Registered Phone' and a 'Delete' link.

Sign-in method	Details	Actions
Phone	Mobile Number	Change Delete
Microsoft Authenticator	Registered Phone	Delete

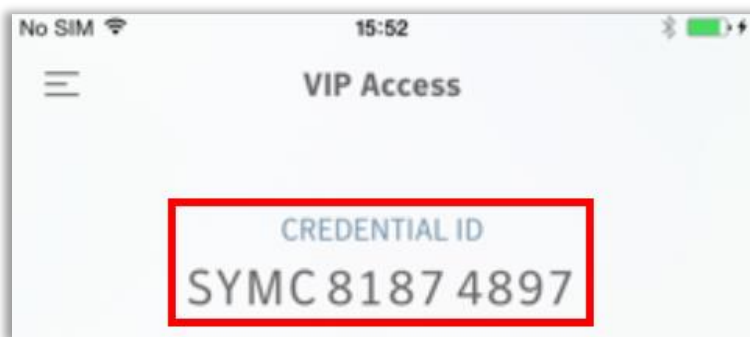
1.2: VIP Access Registration

This security program is primarily used by **non-employee** individuals (e.g., contractors, credentialed physicians, etc.).

1. On your phone, open the App Store/Play Store to search for “vip access” and install the program



2. Open the **VIP Access** app on your phone and find your **Credential ID** number



3. Email your **Credential ID** number (e.g., SYMC12345678) and **Windows** username to HPH2FARegistrations@hawaiipacifichealth.org. Your account will be activated in about a week

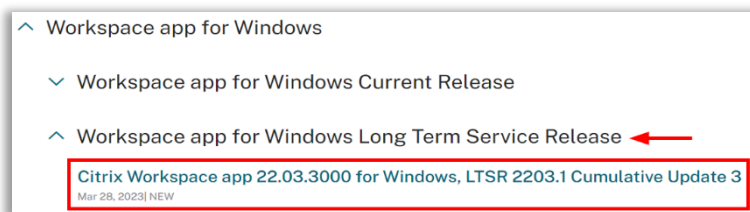
2: Citrix Workspace Installation

This section will cover downloading Citrix Workspace to access the HPH Portal apps. Check the [Citrix website](#) periodically for new software releases. Please navigate to the appropriate section if you have a [Windows](#) or [Mac](#) device.

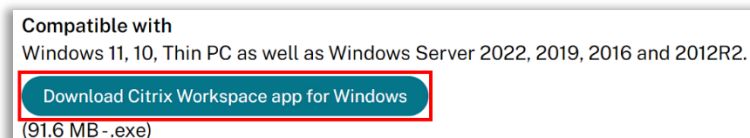
2.1: Citrix Installation On Windows

Ensure you have permissions to install programs on your device.

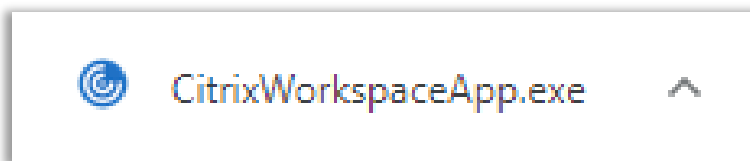
1. Navigate to <https://www.citrix.com/downloads/workspace-app/>
2. Expand the section for Windows, expand the section for **Workspace app for Windows Long Term Service Release**, and click on the **blue link**



3. Wait for the page to load and click on the blue **Download** button

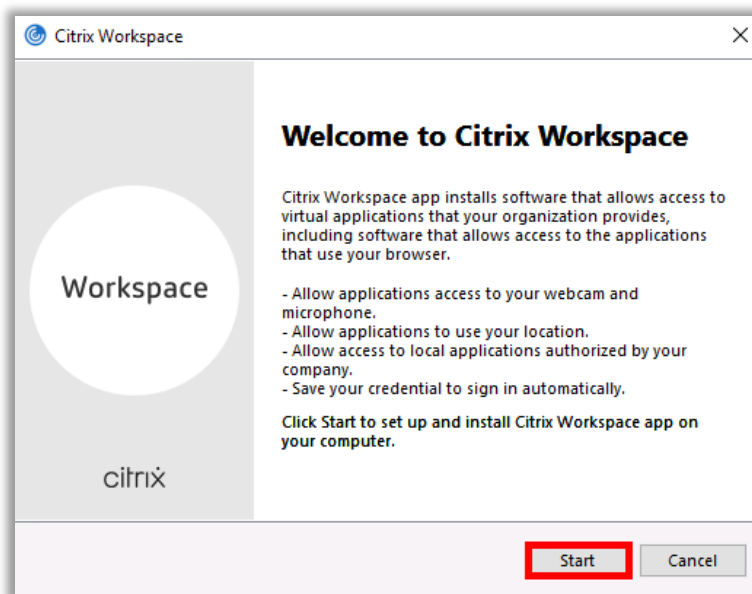


4. Check your **Downloads** folder and open **CitrixWorkspaceApp.exe**

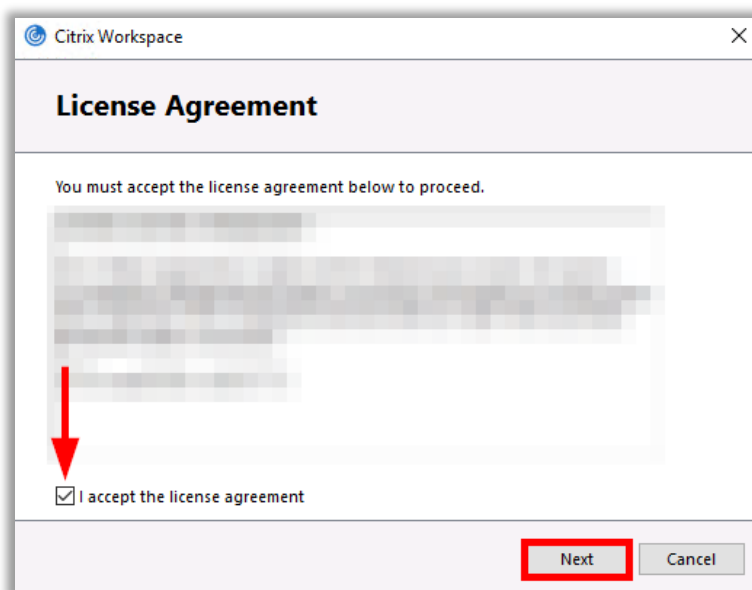


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5. Select **Start** on the welcome page

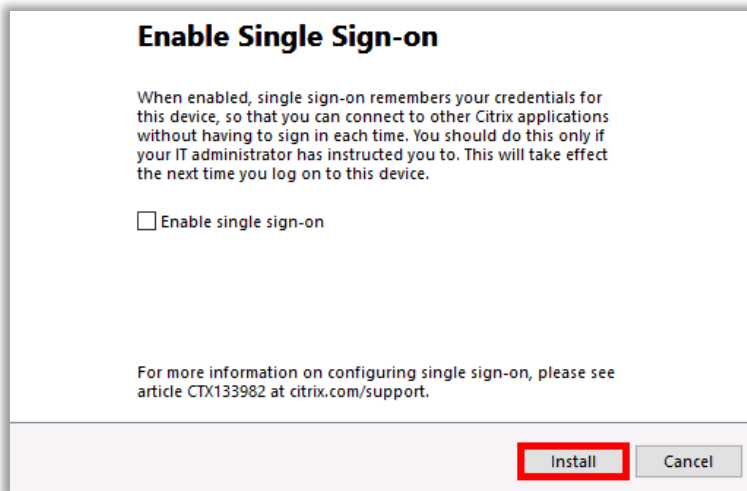


6. **Check** the license agreement box and select **Next**

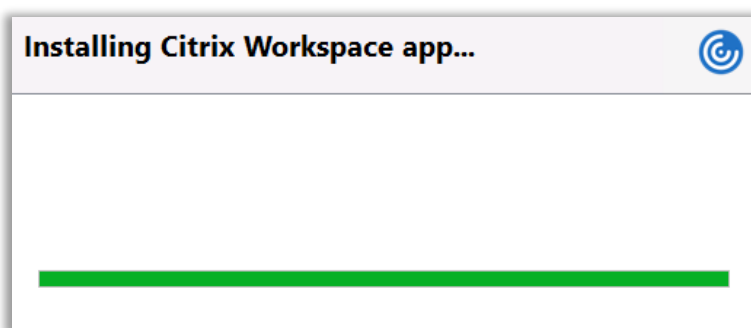


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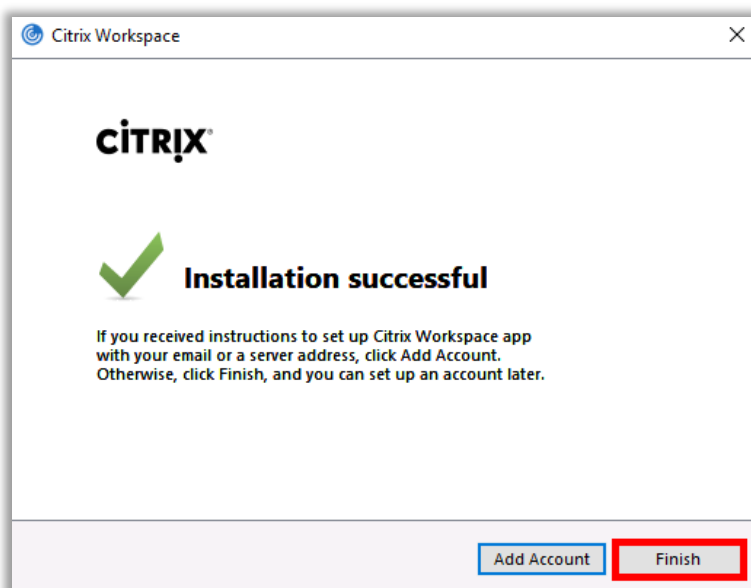
- Click **Install** and **DO NOT** check the enable single sign-on box



- Wait for the installation to finish



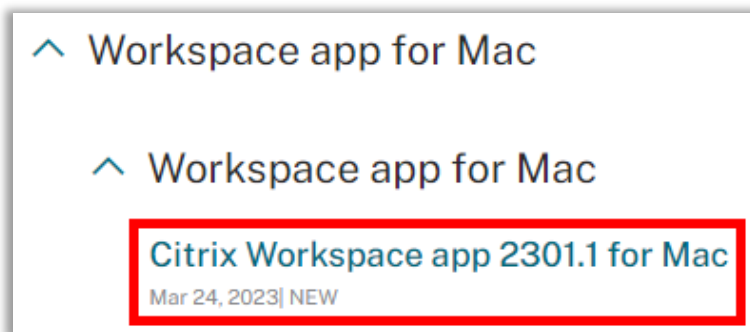
- Select **Finish** to end the installation. **DO NOT** add an account



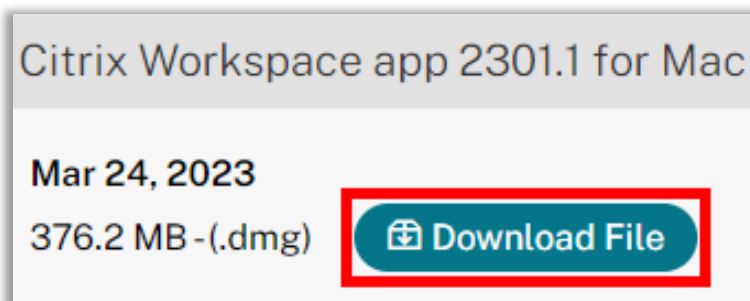
2.2: Citrix Installation On Mac

Ensure you have permissions to install programs on your device.

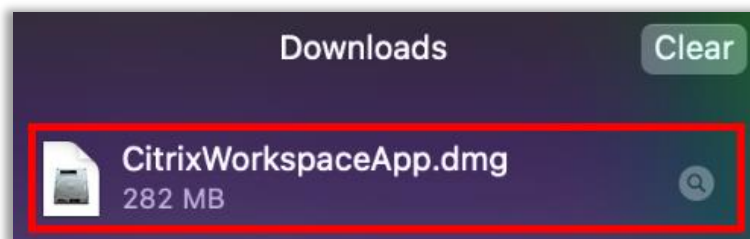
1. Navigate to <https://www.citrix.com/downloads/workspace-app/>
2. Expand the section for Mac, expand the section for **Workspace app for Mac**, and click on the **blue link**



3. Wait for the page to load and click on the blue **Download** button

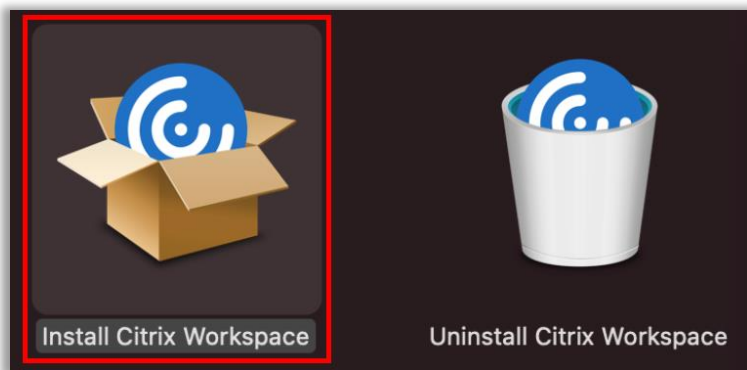


4. Check your **Downloads** folder and open **CitrixWorkspaceApp.dmg**



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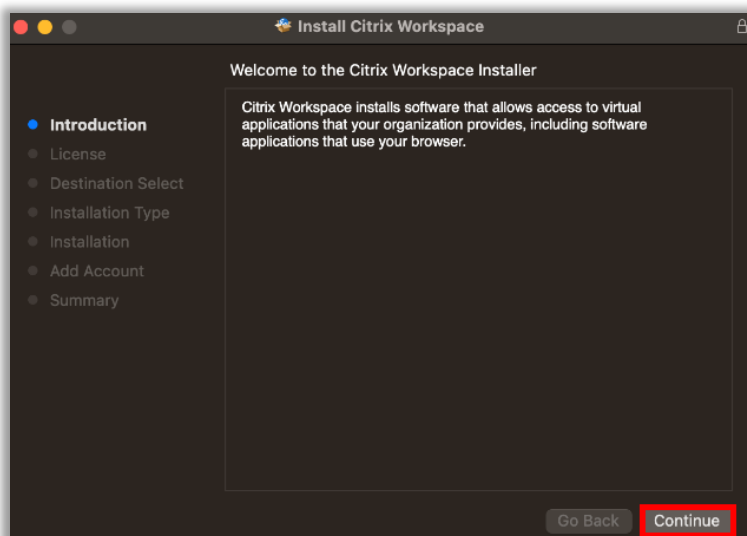
5. Select **Install Citrix Workspace** to begin the installation



6. Select **Allow** on the package installation popup

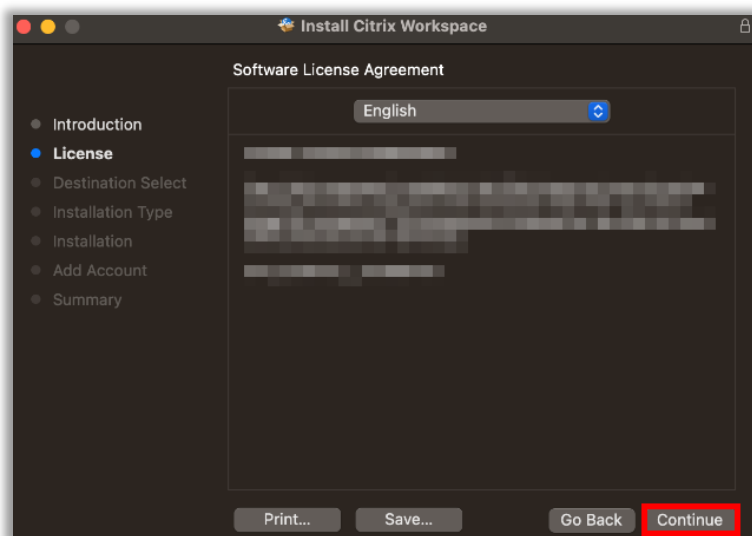


7. Select **Continue** on the welcome page

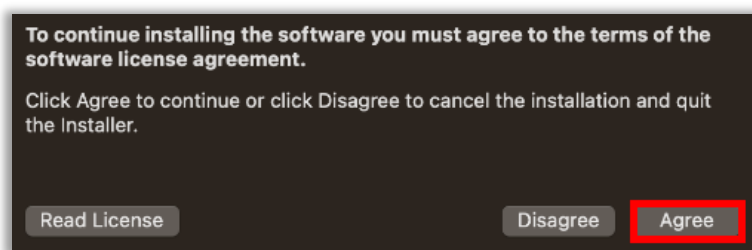


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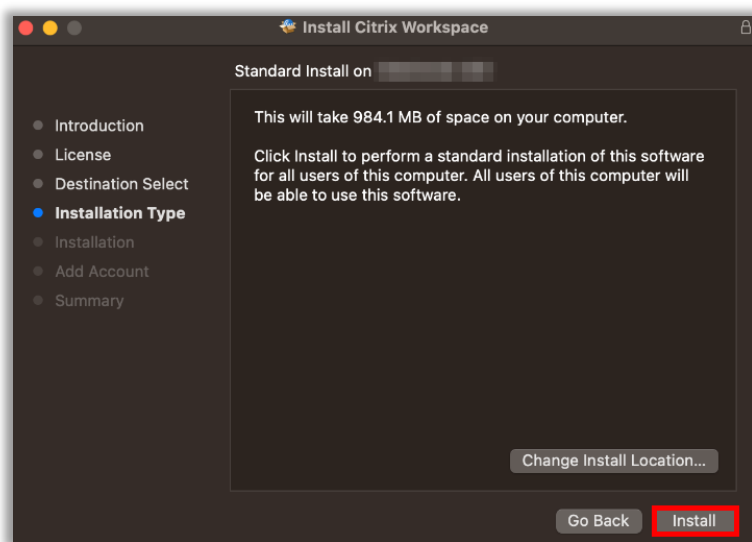
8. Select **Continue** on the software license agreement page



9. Select **Agree** on the software license agreement page

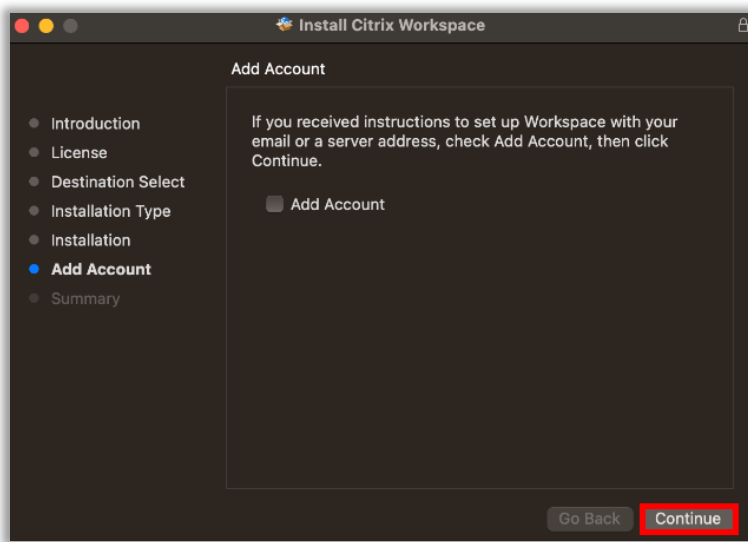


10. Select **Install** on the standard install page and wait for the installation to finish

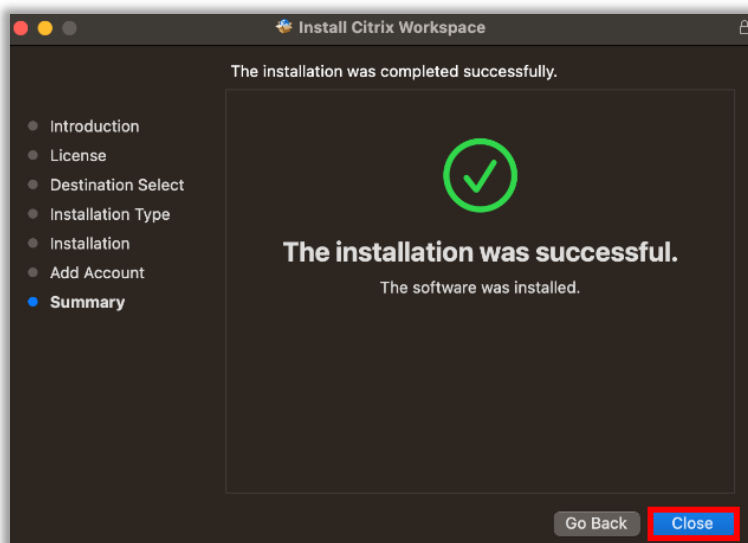


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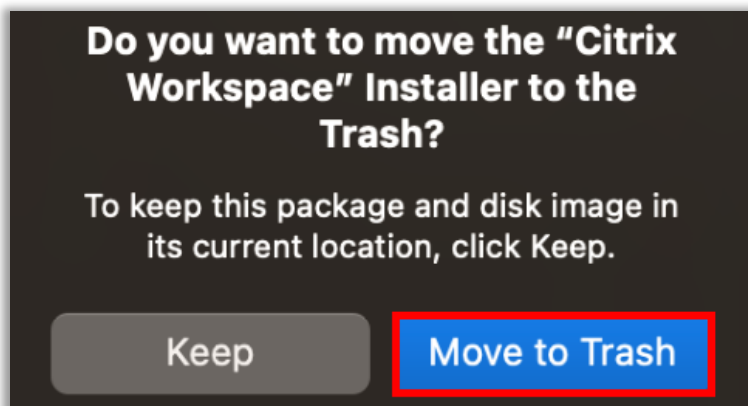
11. Select **Continue** on the add account page. **DO NOT** add an account



12. Select **Close** to finish the installation



13. Select **Move to Trash** to remove the installer from your computer

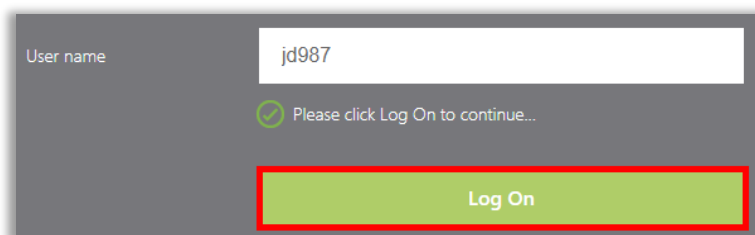


3: HPH Portal Access

This section will cover accessing the HPH portal website. Please navigate to the appropriate section if you have [Microsoft Authenticator](#) or [VIP Access](#).

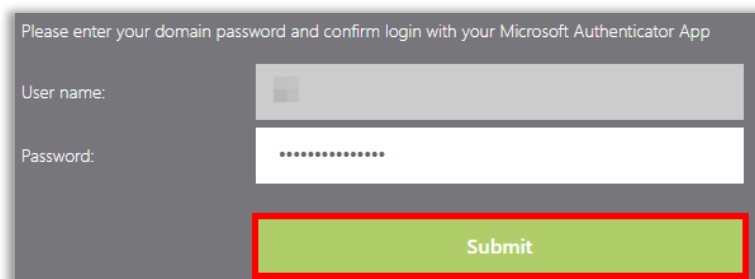
3.1: HPH Portal With Microsoft Authenticator

1. Navigate to <https://portal.hawaiipacifichealth.org>. Enter your **Windows** username and select **Log On**



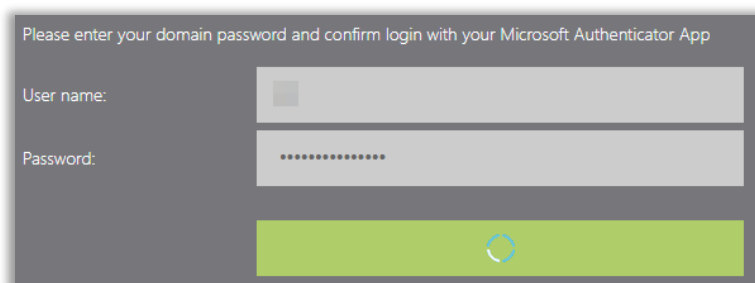
The screenshot shows a login form with a 'User name' field containing 'jd987'. Below the field is a green checkmark icon and the text 'Please click Log On to continue...'. At the bottom of the form is a green button labeled 'Log On', which is highlighted with a red rectangular border.

2. Enter your **password** into the second box and select **Submit**



The screenshot shows the same login form as the previous one, but now the 'Password' field is filled with dots. Below the password field is a green button labeled 'Submit', which is highlighted with a red rectangular border.

3. The page will begin loading, awaiting your two-factor approval



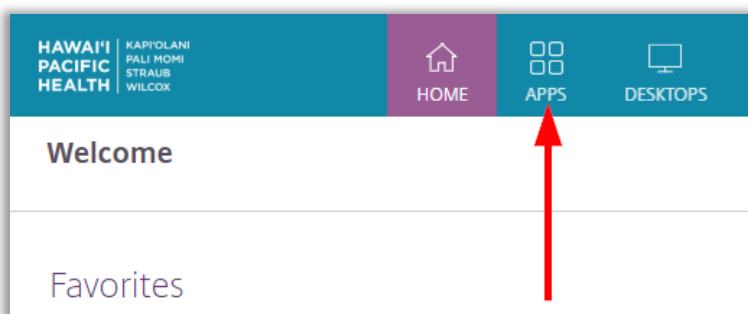
The screenshot shows the same login form as the previous ones, but the 'Submit' button is now a green button with a white circular loading spinner in the center, indicating that the page is loading and awaiting two-factor approval.

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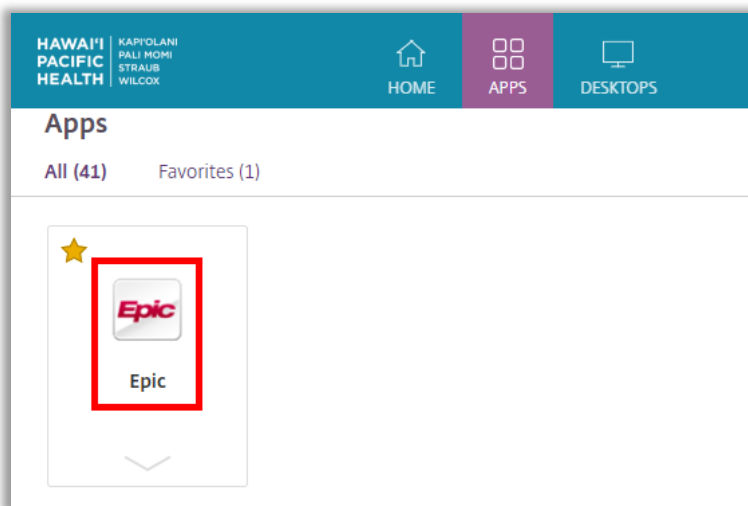
4. Switch to your phone and **Approve** the sign-in request



5. You will be redirected to the HPH Store page. Click on the **Apps** tab at the top

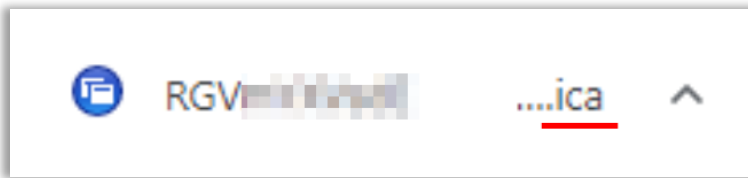


6. Find the application you want to open and click **once** on the app icon; this will download a file to your device

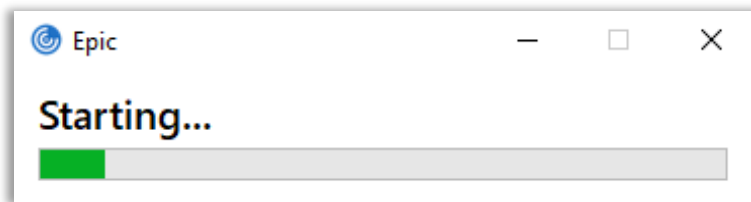


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7. Check your **Downloads** and open the **.ica file**

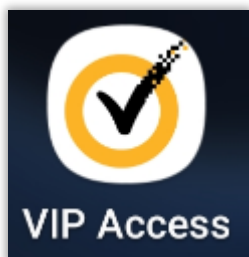


8. Wait for the application to open through Citrix in a new window



3.2: HPH Portal With VIP Access

1. Open the **VIP Access** application on your mobile device



2. Navigate to <https://portal.hawaiiapacifichealth.org>. Enter your **Windows** username and select **Log On**

The image shows a login screen with a grey background. At the top, it says "User name:" followed by a white text box containing "jd987". Below this is a green checkmark icon and the text "Please click Log On to continue...". At the bottom, there is a green button with the text "Log On" in white, which is highlighted with a red rectangular border.

3. With the **VIP Access** app open, enter your **password** into the second box and select **Submit**

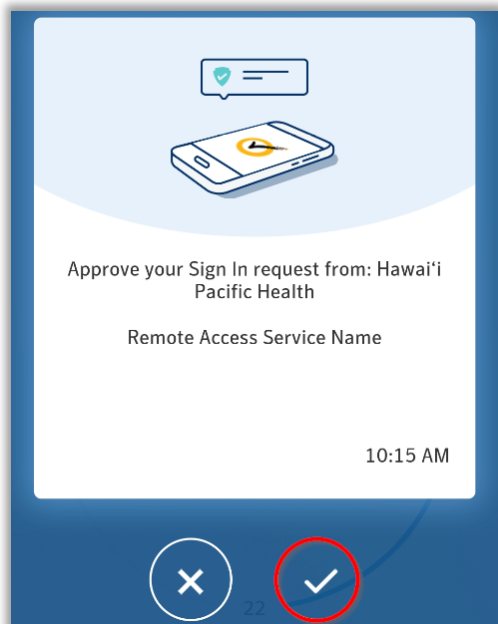
The image shows a screen titled "Please enter your domain password and confirm with your VIP App". It has a grey background. There are two input fields: "User name:" with a greyed-out box, and "Password:" with a white box containing ".....". Below the password box is another white box containing the word "push". At the bottom, there is a green button with the text "Submit" in white, highlighted with a red rectangular border.

4. The page will begin loading, awaiting your two-factor approval

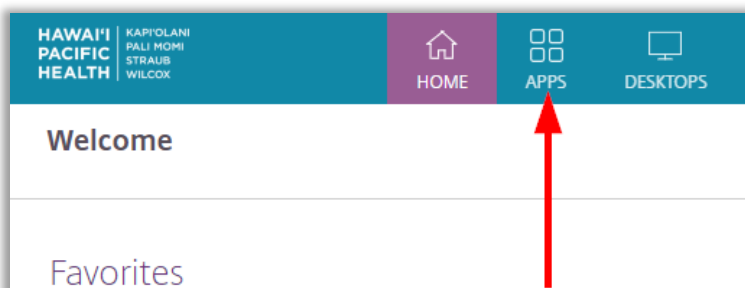
The image shows a screen titled "Please enter your domain password and confirm with your VIP App". It has a grey background. There are two input fields: "User name:" with a greyed-out box, and "Password:" with a white box containing ".....". Below the password box is another white box containing the word "push". At the bottom, there is a green button with a white circular loading icon in the center.

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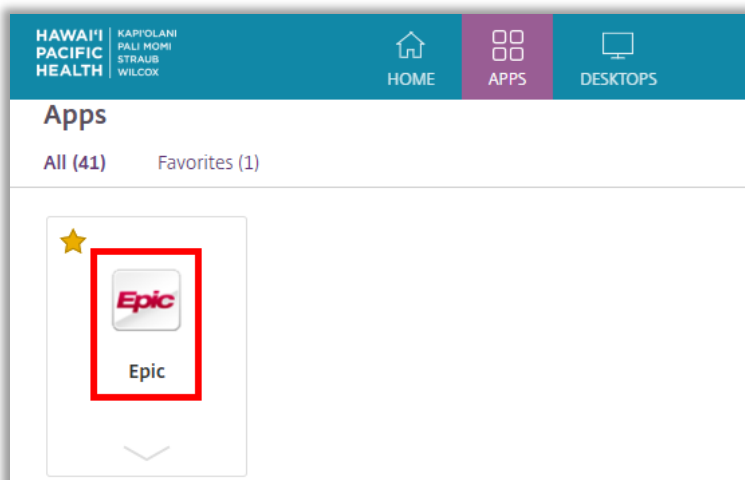
5. A blue notification screen will open on **VIP Access**, awaiting your approval. Approve the sign in request by tapping the **Checkmark** icon



6. You will be redirected to the HPH Store page. Click on the **Apps** tab at the top

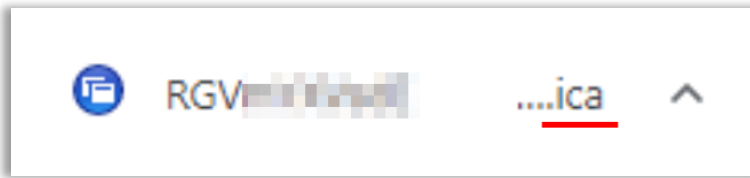


7. Find the application you want to open and click **once** on the app icon; this will download a file to your device

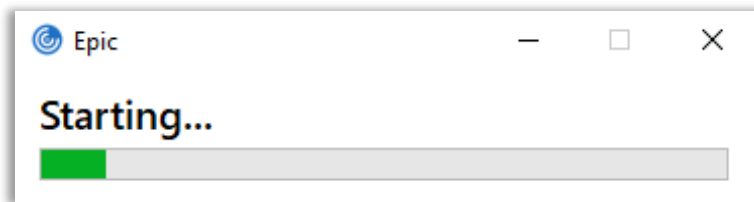


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8. Check your **Downloads** and open the **.ica file**



9. Wait for the application to open through Citrix in a new window

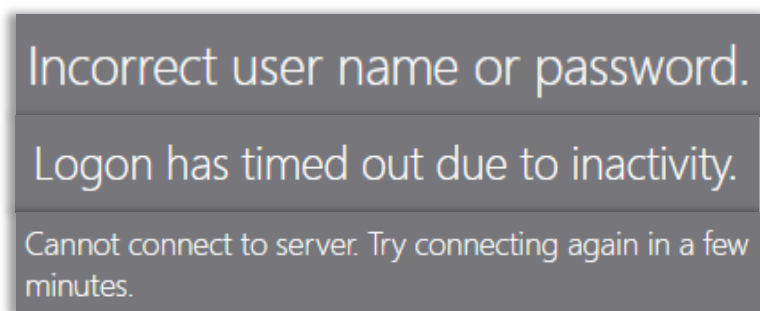


4: Common Issues & Troubleshooting

This section will cover common issues and the troubleshooting you can take to resolve them.

4.1: Login Error Messages

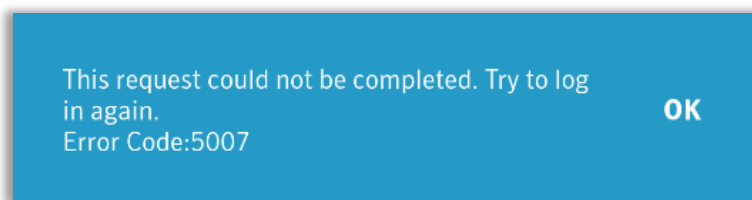
Listed below are some common errors you may encounter when accessing the HPH Portal.



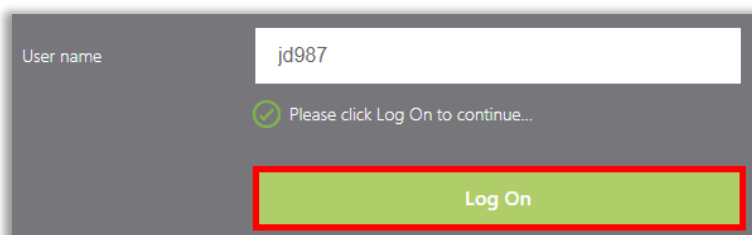
1. Ensure you have successfully registered a [two-factor authentication](#) device
2. Refresh the HPH Portal website and log in again
3. Clear your web browser (e.g. Chrome, Edge, etc.) cache and close all your open windows. Open a new window, go to the HPH Portal website, and log in again
4. For **VIP Access** users, follow [Section 4.2](#) if your phone is not receiving the security notifications
5. If you replaced your phone, ensure you re-enroll your new device with two-factor authentication: [HPH Employees] [Microsoft Authenticator](#); [Non-Employees] [VIP Access](#)
6. If you still have issues, please contact the **IT Service Desk (808-535-7010 op 1)** for further assistance

4.2: Manual VIP Security Code

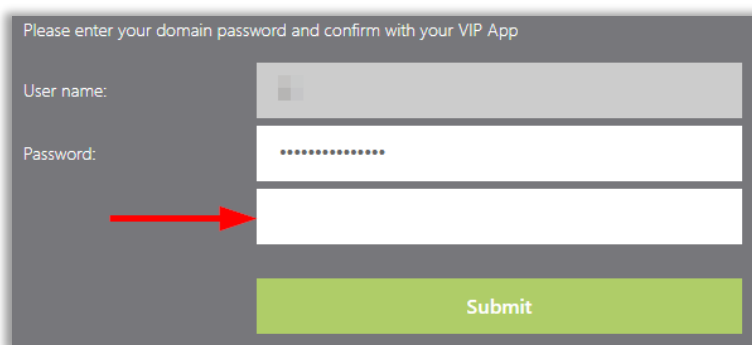
For VIP access users, there may be times when the push notification doesn't appear or an error occurs. In these scenarios, you can **manually** enter the code to access the HPH Portal.



1. Navigate to <https://portal.hawaiipacifichealth.org>. Enter your **Windows** username and select **Log On**

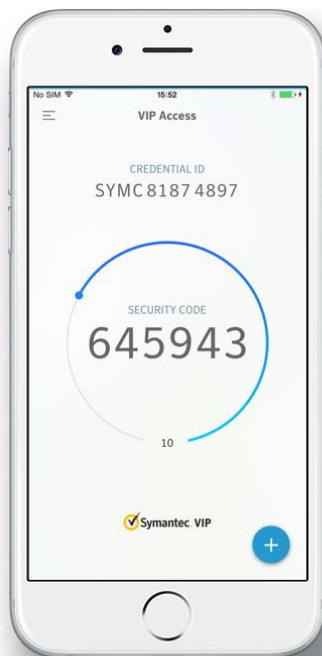
A login screen with a grey background. It has a "User name" label and a text input field containing "jd987". Below the input field is a green checkmark icon and the text "Please click Log On to continue...". At the bottom is a green "Log On" button, which is highlighted with a red rectangular border.

2. Enter your password in the second box, but **delete** the "push" text in the third box

A password entry screen with a grey background. It has a title "Please enter your domain password and confirm with your VIP App". There are three input fields: the first is for "User name:" and is greyed out; the second is for "Password:" and contains a series of dots; the third is empty. A red arrow points to the third input field. At the bottom is a green "Submit" button.

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3. Open the VIP Access app on your registered device. Enter the **six-digit** security code on your device into the box and select **Submit**



Please enter your domain password and confirm with your VIP App

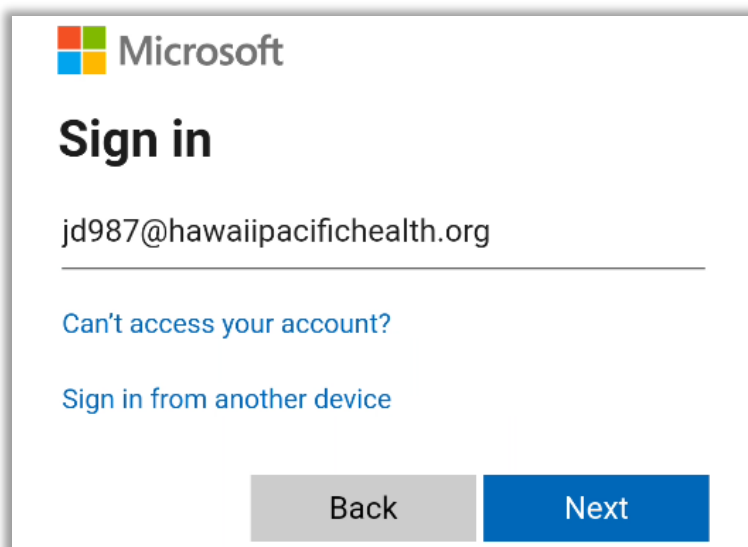
User name:

Password:

4.3: Replaced Phone – Authenticator

As an **HPH employee**, follow these steps to register your new phone for Microsoft Authenticator.

1. From your **desktop**, open a web browser (e.g. Chrome Edge, etc.) and access <https://aka.ms/mfasetup>
2. Sign in with your HPH account name (**network ID@hawaiiipacifichealth.org**) and password, if prompted

A screenshot of the Microsoft sign-in page. At the top left is the Microsoft logo. Below it, the text "Sign in" is displayed in a large, bold font. Underneath, the email address "jd987@hawaiiipacifichealth.org" is entered into a text field. Below the text field are two links: "Can't access your account?" and "Sign in from another device". At the bottom right, there are two buttons: a grey "Back" button and a blue "Next" button.

Microsoft

Sign in

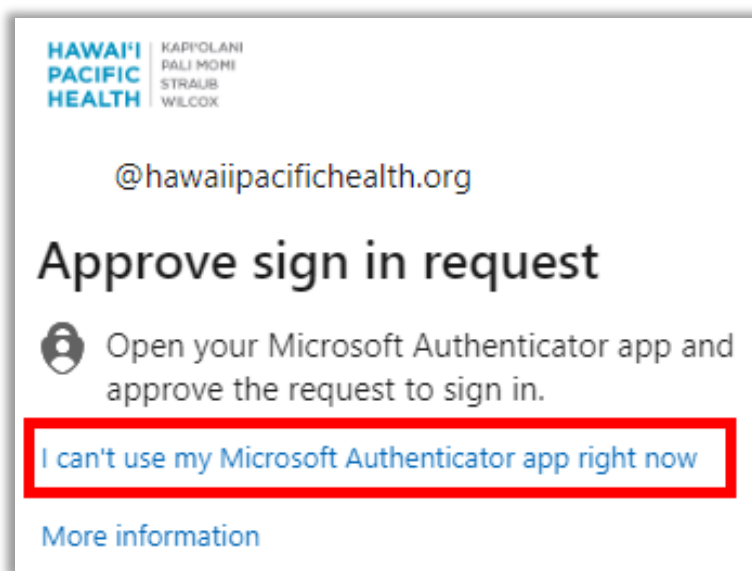
jd987@hawaiiipacifichealth.org

[Can't access your account?](#)

[Sign in from another device](#)

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3. Select **I can't use my Microsoft Authenticator app right now** on the approve sign in request page

A screenshot of the "Approve sign in request" page. At the top left is the Hawaii Pacific Health logo, which includes the text "HAWAII PACIFIC HEALTH" and "KAPOLANI PALI MOHE STRAUB WILCOX". Below the logo, the email address "@hawaiiipacifichealth.org" is displayed. The main heading is "Approve sign in request". Below this heading is a circular icon with a person silhouette and the text "Open your Microsoft Authenticator app and approve the request to sign in." Below this text is a red rectangular box containing the link "I can't use my Microsoft Authenticator app right now". At the bottom left, there is a link "More information".

HAWAII PACIFIC HEALTH KAPOLANI PALI MOHE STRAUB WILCOX

@hawaiiipacifichealth.org

Approve sign in request

 Open your Microsoft Authenticator app and approve the request to sign in.

[I can't use my Microsoft Authenticator app right now](#)

[More information](#)

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4. Select **Text** or **Call** on the verify your identity page

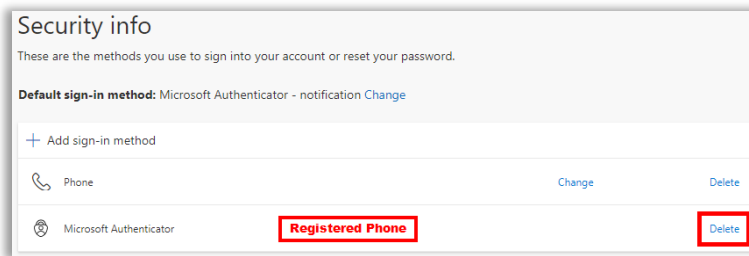
The screenshot shows the 'Verify your identity' page. At the top is the Hawaii Pacific Health logo and the text '@hawaiiipacifichealth.org'. Below the title, there are four options for verification: 1. A lock icon with the text 'Approve a request on my Microsoft Authenticator app'. 2. A box with '123' and the text 'Use a verification code from my mobile app'. 3. A speech bubble icon with the text 'Text +X XXXXXXXXX' and a red arrow pointing to it. 4. A telephone handset icon with the text 'Call +X XXXXXXXXX' and a red arrow pointing to it.

5. Retrieve the security code from your **personal phone** through text or call, input it on the Enter Code page, and select **Verify**

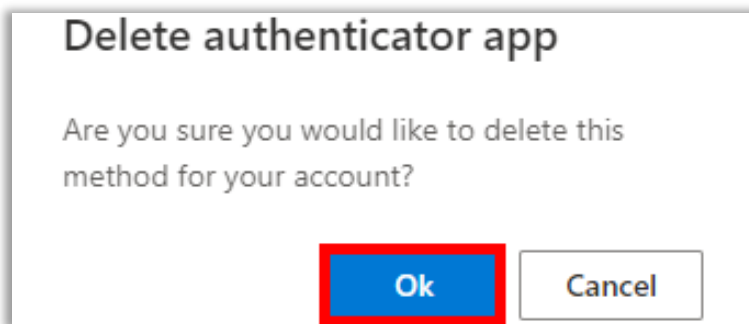
The screenshot shows the 'Enter code' page. At the top is the Hawaii Pacific Health logo and the text '@hawaiiipacifichealth.org'. Below the title, there is a message: 'We texted your phone +X XXXXXXXXX Please enter the code to sign in.' Below this message is a text input field containing '123456' with a red arrow pointing to it. At the bottom left is a link 'More information'. At the bottom right is a blue button with the text 'Verify'.

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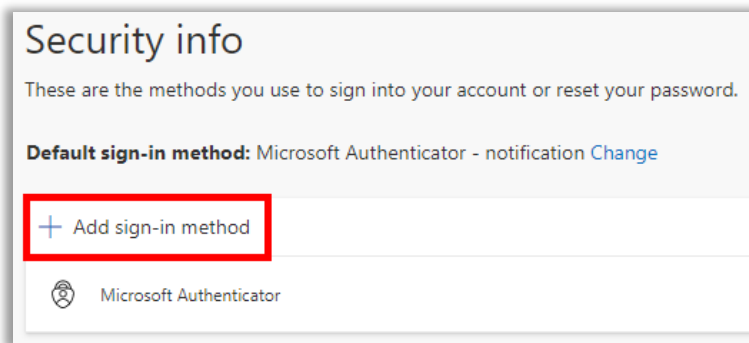
- On the **Security Info** page, find the device you want to remove and select **Delete**



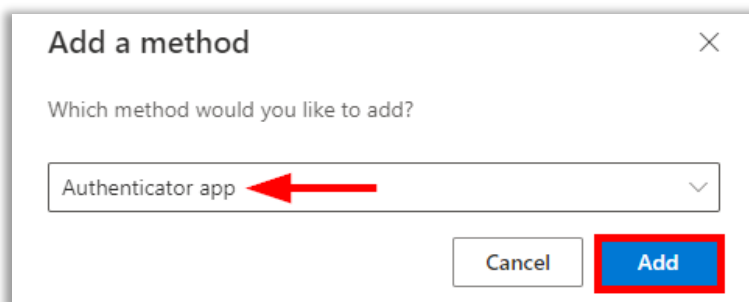
- Select **Ok** on the popup and wait for your device to disappear



- Go back to the Security Info page and click **Add Sign-In Method**

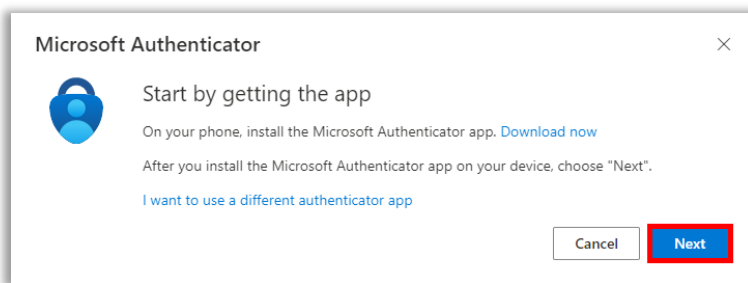


- A popup will appear. Click on the dropdown, select **Authenticator App**, then click **Add**

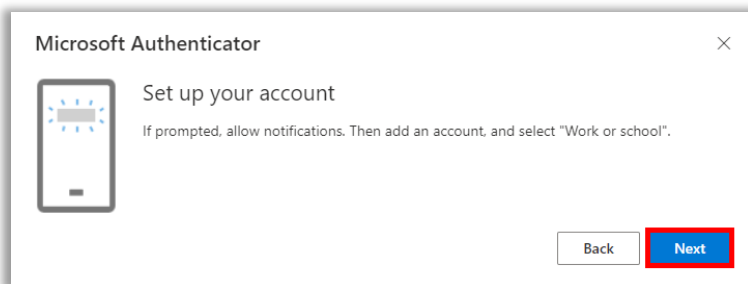


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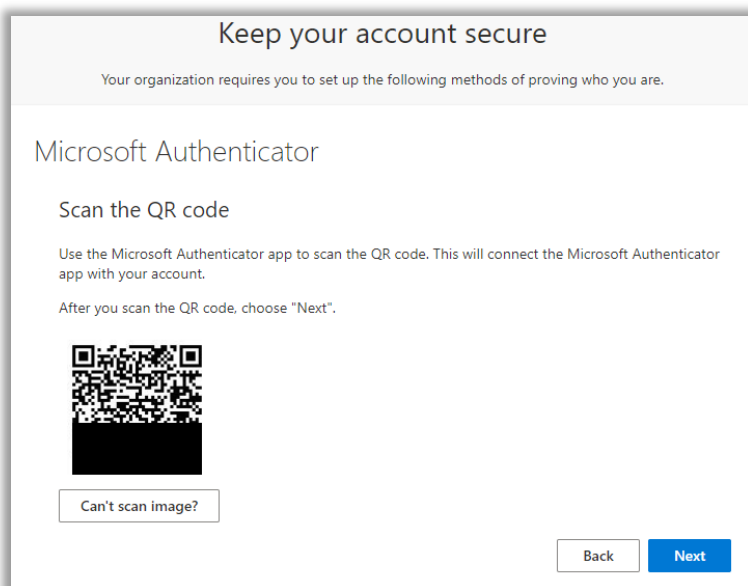
10. Another popup will appear, select **Next**



11. Select **Next** again

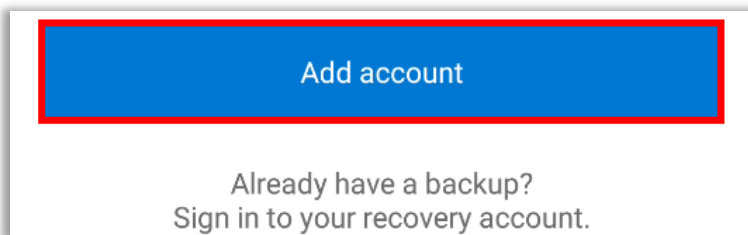


12. The page will update with a QR code. **Leave this window open** on your desktop

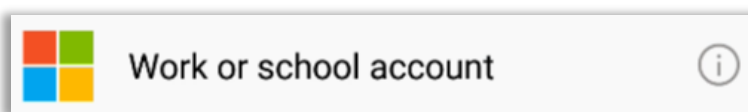


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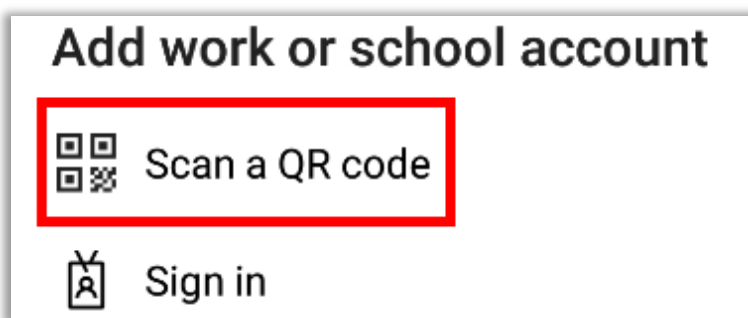
13. Switch to your **phone**, open the Microsoft Authenticator app and select **Add Account**



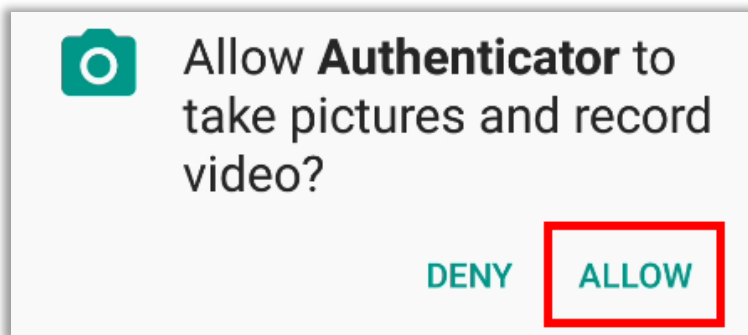
14. Select **Work Or School Account** from the list



15. Select **Scan a QR code** from the popup

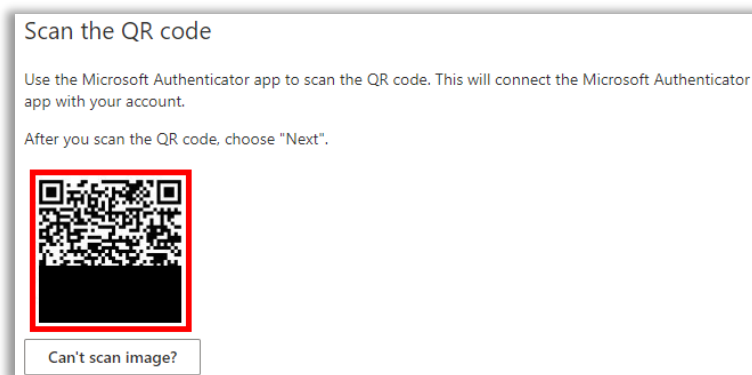


16. **Allow** access to your phone's camera if a popup appears for camera permissions

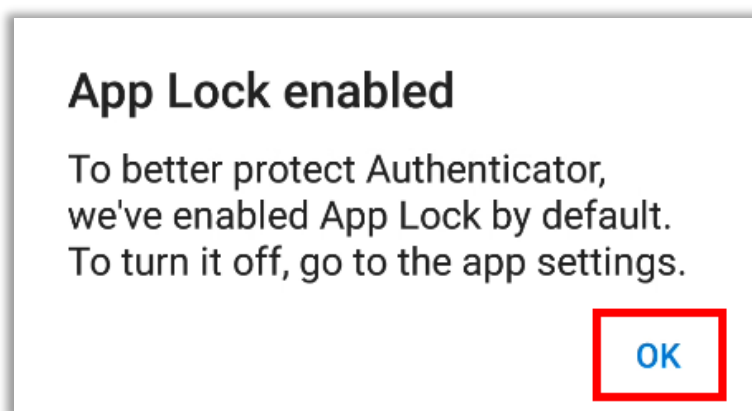


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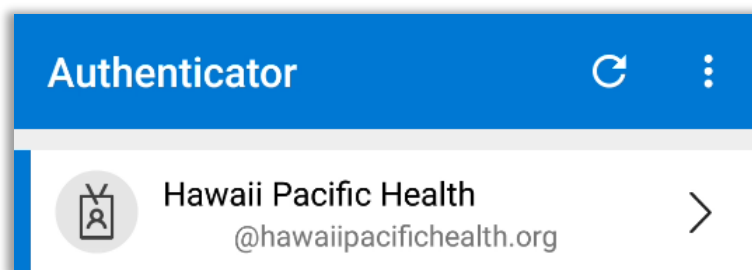
17. Use your phone's camera to scan the QR code on your **desktop** monitor



18. Return to your **phone** and select **OK** on the app lock enabled popup

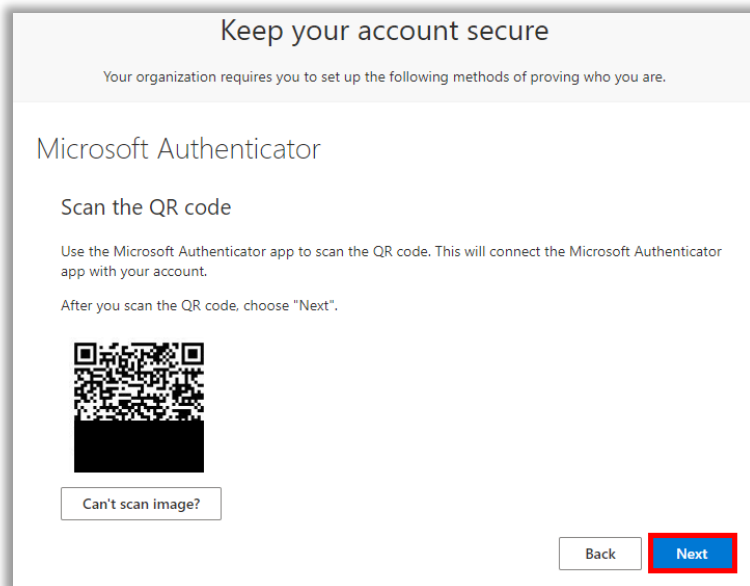


19. If the registration was successful, your phone will now display your HPH account under the main menu

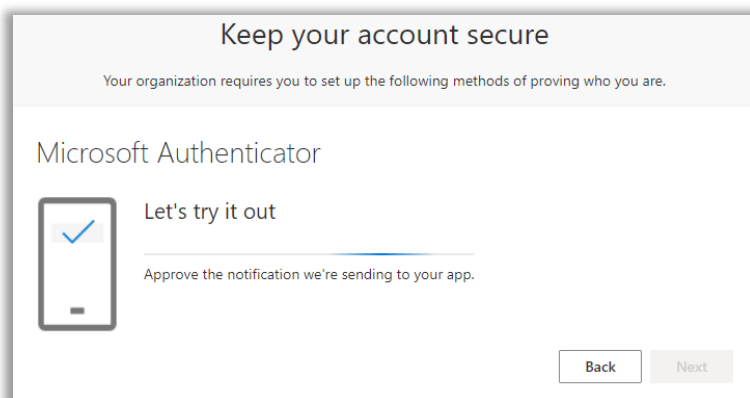


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20. Return to your **desktop** and select **Next**



21. The next page will send you a Microsoft Authenticator notification for approval

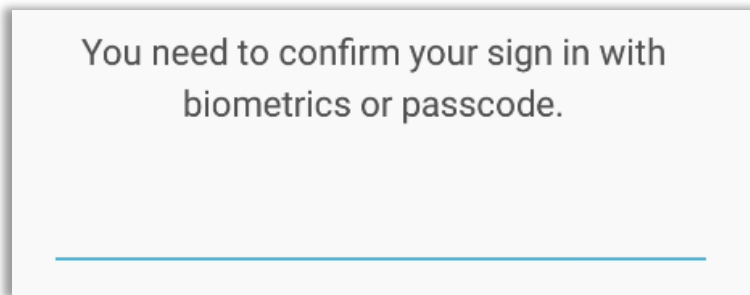


22. Return to your **phone** and select **Approve** on the Microsoft Authenticator message

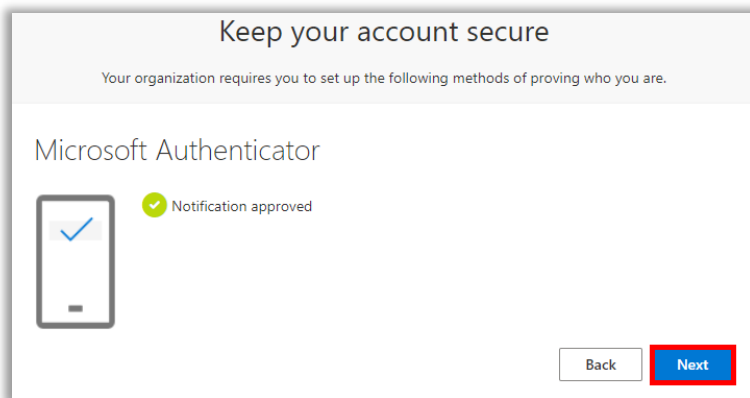


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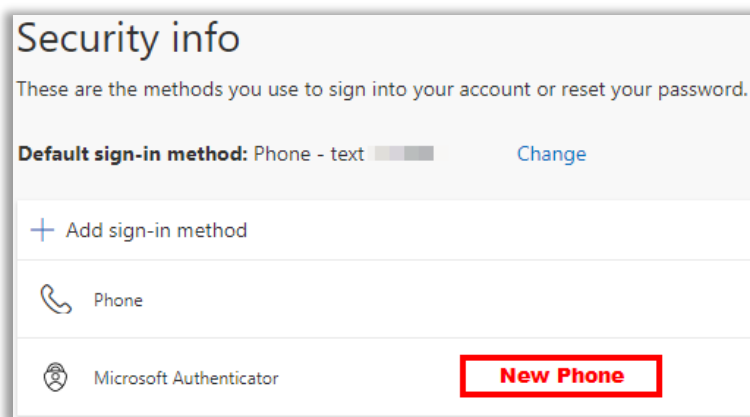
23. Authenticate with your phone's **personal** password/code/biometric on the confirm sign in screen



24. Return to your **desktop** and select **Next**

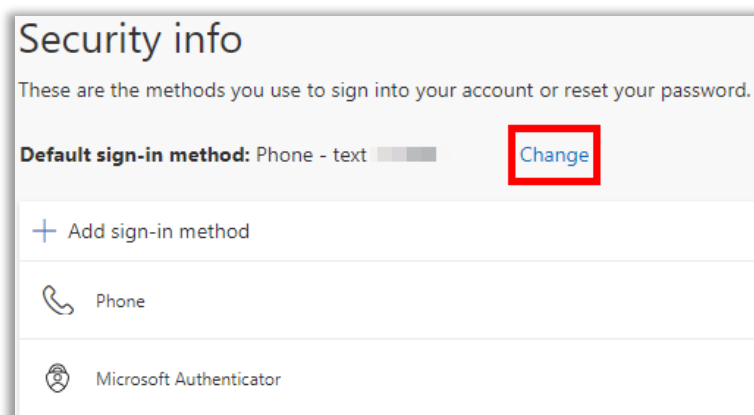


25. The Security Info page will open again and list your new phone

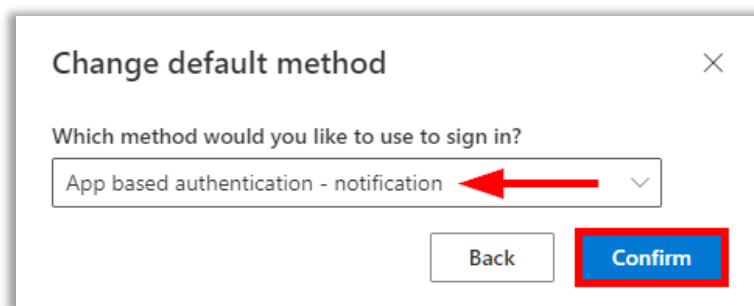


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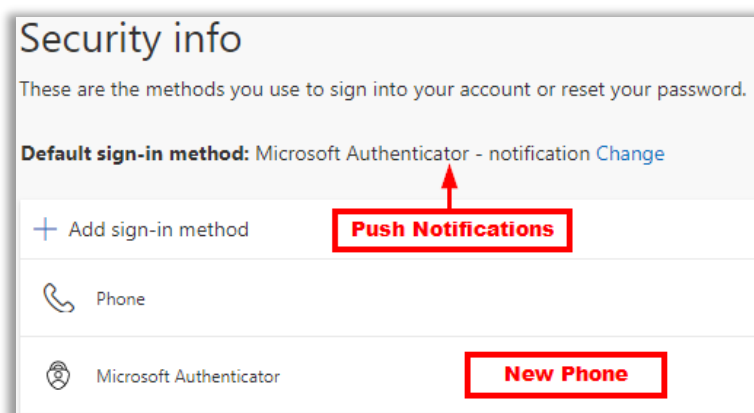
26. Click on **Change** next to default sign-in method



27. A popup will appear. Click on the dropdown, select **App Based Authentication – Notification**, then click **Confirm**



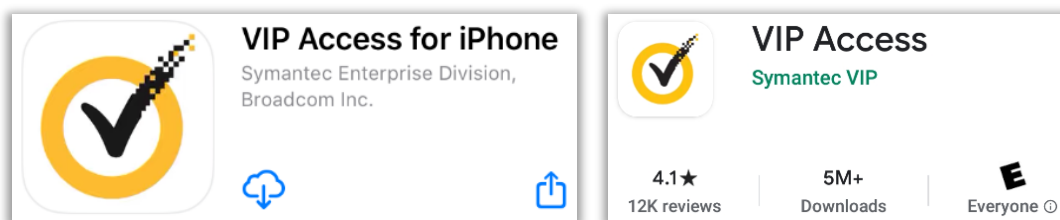
28. The Security Info page will open again. The new phone setup is **finished** and you can close the page on your desktop



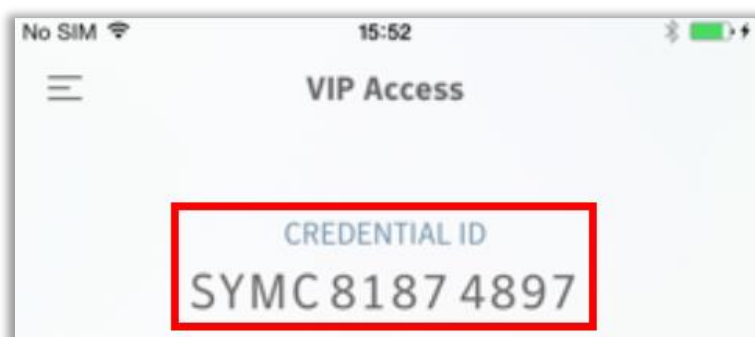
4.4: Replaced Phone – VIP

As a **non-employee**, follow these steps to register your new phone for VIP Access.

1. On your phone, open the App Store/Play Store to search for “vip access” and install the program



2. Open the **VIP Access** app on your phone and find your **Credential ID** number



3. Contact the **IT Service Desk (808-535-7010 op 1)** to receive assistance registering your new phone. Be prepared to verify your identity before changes are made to your account